

WHAT IS CLAIMED IS:

1 1. A reservation server comprising:
2 a retaining section for retaining store/facility
3 information including a reservation-needed service
4 requiring reservation and a reservation situation of said
5 reservation-needed service;
6 an alternative event information outputting section
7 for outputting alternative event information on an event
8 substituting for said reservation-needed service;
9 a receiving section for receiving a desired service
10 or desired event which a user desires, and is transmitted
11 from a user terminal;
12 a reservation managing section for selectively
13 reading out said store/facility information retained in
14 said retaining section and said alternative event
15 information outputted from said alternative event
16 information outputting section on the basis of said
17 desired service or desired event received in said
18 receiving section; and
19 a transmitting section for transmitting, to said
20 user terminal, at least one of said store/facility
21 information and alternative event information read out
22 in said reservation managing section.

1 2. A reservation server comprising:
2 a retaining section for retaining store/facility

3 information including a reservation-needed service
4 requiring reservation and reservation situation on the
5 number of seats of said reservation-needed service by way
6 of a user window or remote access means;
7 an alternative event information outputting section
8 for outputting alternative event information including
9 an event substituting for said reservation-needed service
10 and on a start/end time of said event;
11 a receiving section for receiving a desired service
12 or desired event which a user desires, and is transmitted
13 from a user terminal;
14 a reservation managing section for selectively
15 reading out said store/facility information retained in
16 said retaining section and said alternative event
17 information outputted from said alternative event
18 information outputting section on the basis of the desired
19 service or desired event received in said receiving
20 section; and
21 a transmitting section for transmitting, to said
22 user terminal, at least one of said store/facility
23 information and alternative event information read out
24 in said reservation managing section.

1 3. A reservation server according to claim 1,
2 further comprising a waiting time calculating section for
3 calculating, as a waiting time, a difference between a
4 start time, included in said alternative event

5 information selected by said reservation managing section,
6 or a reservation-needed service start time, included in
7 said store/facility information selected by said
8 reservation managing section, and the present time, and
9 for outputting the calculated waiting time.

1 4. A reservation server according to claim 2,
2 further comprising a waiting time calculating section for
3 calculating, as a waiting time, a difference between the
4 start time, included in said alternative event
5 information selected by said reservation managing section,
6 or the reservation-needed service start time, included
7 in said store/facility information selected by said
8 reservation managing section, and the present time, and
9 for outputting the calculated waiting time.

1 5. A reservation server according to claim 1,
2 further comprising an end time calculating section for
3 calculating, as an end time, the sum of a performance time
4 to be taken for said event, included in said alternative
5 event information selected by said reservation managing
6 section, or a performance time to be taken for said
7 reservation-needed service, included in said
8 store/facility information selected by said reservation
9 managing section, and the present time, and for outputting
10 the calculated end time.

1 6. A reservation server according to claim 2,
2 further comprising an end time calculating section for
3 calculating, as an end time, the sum of a performance time
4 to be taken for said event, included in said alternative
5 event information selected by said reservation managing
6 section, or a performance time to be taken for said
7 reservation-needed service, included in said
8 store/facility information selected by said reservation
9 managing section, and the present time, and for outputting
10 the calculated end time.

1 7. A reservation server according to claim 1,
2 further comprising an other reservation situation
3 notifying section for outputting, to said transmitting
4 section, a reservation situation on a reservation-needed
5 event requiring reservation, among said alternative event
6 information outputted from said alternative event
7 information outputting section.

1 8. A reservation server according to claim 2,
2 further comprising an other reservation situation
3 notifying section for outputting, to said transmitting
4 section, a reservation situation on a reservation-needed
5 event requiring reservation, among said alternative event
6 information outputted from said alternative event
7 information outputting section.

1 9. A reservation server according to claim 7,
2 wherein said other reservation situation notifying
3 section is made to output practicable information of said
4 alternative event information as performing event
5 information to said transmitting section.

1 10. A reservation server according to claim 8,
2 wherein said other reservation situation notifying
3 section is made to output practicable information of said
4 alternative event information as performing event
5 information to said transmitting section.

1 11. A reservation server according to claim 9,
2 wherein said other reservation situation notifying
3 section is made to output said performing event
4 information on the basis of a user traveling time, a user's
5 waiting time at an other store and an event performance
6 time in said other store.

1 12. A reservation server according to claim 10,
2 wherein said other reservation situation notifying
3 section is made to output said performing event
4 information on the basis of a user traveling time, a user's
5 waiting time at an other store and an event performance
6 time in said other store.

1 13. A reservation server according to claim 9,

2 wherein said other reservation situation notifying
3 section is made to extract a longest event taking a maximum
4 performance time among events, included in said
5 alternative event information, on the basis of an event
6 end time obtained by adding said waiting time to a
7 performance time to be taken for each of said events, for
8 including the extracted longest event in said performing
9 event information and outputting the longest event
10 included performing event information.

1 14. A reservation server according to claim 10,
2 wherein said other reservation situation notifying
3 section is made to extract a longest event taking a maximum
4 performance time among events, included in said
5 alternative event information, on the basis of an event
6 end time obtained by adding said waiting time to a
7 performance time to be taken for each of said events, for
8 including the extracted longest event in said performing
9 event information and outputting the longest event
10 included performing event information.

1 15. A reservation server according to claim 9,
2 wherein said alternative event information outputting
3 section is constructed as an event information retaining
4 section to retain and output said alternative event
5 information according to time zone, and said other
6 reservation situation notifying section is constructed

7 as an event notifying section to extract said performing
8 event information from said alternative event information
9 outputted from said event information retaining section
10 on the basis of the present time, and for outputting the
11 extracted performing event information to said
12 transmitting section.

1 16. A reservation server according to claim 10,
2 wherein said alternative event information outputting
3 section is constructed as an event information retaining
4 section to retain and output said alternative event
5 information according to time zone, and said other
6 reservation situation notifying section is constructed
7 as an event notifying section to extract said performing
8 event information from said alternative event information
9 outputted from said event information retaining section
10 on the basis of the present time, and for outputting the
11 extracted performing event information to said
12 transmitting section.

1 17. A reservation server according to claim 7,
2 wherein said alternative event information outputting
3 section is constructed as an other reservation server
4 interface section to output, as said alternative event
5 information, other reservation server alternative event
6 information retained in an other reservation server
7 connected through a server network, and said other

8 reservation situation notifying section is made to
9 extract practicable other reservation server alternative
10 event information, said other reservation server
11 alternative event information satisfying a predetermined
12 condition from said other reservation server alternative
13 event information outputted from said other reservation
14 server interface section, and to output the extracted
15 practicable other reservation server alternative event
16 information to said transmitting section.

1 18. A reservation server according to claim 17,
2 further comprising a reservation mediating section for
3 transmitting a reservation request from a user, received
4 in said receiving section to said other reservation server
5 through said other reservation server interface section.

1 19. A reservation server according to claim 18,
2 further comprising a utilization situation retaining
3 section for retaining an access log between said
4 reservation server and said other reservation server,
5 with said utilization situation retaining section being
6 made to calculate an introduction charge on information
7 provided by said other reservation server to said
8 reservation server and an introduction charge on
9 information provided from said reservation server to said
10 other reservation server on the basis of said access log,
11 and to retain both the calculated introduction charges.

1 20. A reservation server according to claim 1,
2 further comprising a discount/value-added information
3 generating section for generating discount information
4 or value-added information on said alternative event
5 information outputted from said alternative event
6 information outputting section and for outputting said
7 discount information or said value-added information to
8 said transmitting section.

1 21. A reservation server comprising:
2 a retaining section for retaining store/facility
3 information including a reservation-needed service
4 requiring reservation and a reservation situation of said
5 reservation-needed service;
6 a handling table for retaining handling scheme data
7 on handling by a store or facility according to said
8 reservation situation of said store/facility
9 information; and
10 a store handling selecting section for selecting
11 desired handling scheme data among said handling scheme
12 data retained in said handling table on the basis of said
13 reservation situation retained in said retaining section
14 to notify an other store or facility of the selected
15 handling scheme data.

1 22. A reservation server according to claim 21,

2 wherein said store handling selecting section is made to
3 read out and output said handling scheme data from said
4 handling table on the basis of, of said reservation
5 situation, a rate of change representative of variation
6 in the number of reservations for a predetermined period
7 of time.

1 23. A user terminal comprising:
2 a receiving section for receiving at least one of
3 store/facility information including a reservation-
4 needed service requiring reservation and a reservation
5 situation of said reservation-needed service and
6 alternative event information an event substituting for
7 said reservation-needed service, retained in a
8 reservation server;
9 a displaying section for displaying said
10 store/facility information or alternative event
11 information received in said receiving section;
12 a selecting section for selecting a desired service
13 or desired event which a user desires, among said
14 store/facility information or alternative event
15 information displayed on said displaying section; and
16 a transmitting section for transmitting the desired
17 service or desired event selected in said selecting
18 section to said reservation server.

1 24. A user terminal according to claim 23, further

2 comprising a discount/value-added information retaining
3 section for retaining discount information or value-added
4 information transmitted from said reservation server and
5 received in said receiving section.

1 25. A reservation system comprising:
2 a user terminal for transmitting and receiving data;
3 and
4 a reservation server, connected through a radio
5 network to said user terminal, for outputting at least
6 one of store/facility information including a
7 reservation-needed service requiring reservation and a
8 reservation situation of said reservation-needed service
9 and alternative event information on an event
10 substituting for said reservation-needed service to said
11 user terminal,
12 said reservation server including:
13 a retaining section for retaining said
14 store/facility information;
15 an alternative event information outputting
16 section for outputting said alternative event
17 information;
18 a first receiving section for receiving a
19 desired service or desired event which a user desires,
20 and is transmitted from said user terminal;
21 a reservation managing section for
22 selectively reading out said store/facility information,

23 retained in said retaining section, and said alternative
24 event information, outputted from said alternative event
25 information outputting section, on the basis of the
26 desired service or desired event received in said first
27 receiving section; and
28 a first transmitting section for transmitting,
29 to said user terminal, at least one of said store/facility
30 information and alternative event information read out
31 by said reservation managing section,
32 said user terminal including:
33 a second receiving section for receiving at
34 least one of said store/facility information and
35 alternative event information transmitted from said first
36 transmitting section of said reservation server;
37 a displaying section for displaying said
38 store/facility information or alternative event
39 information received in said second receiving section;
40 a selecting section for selecting the desired
41 service or desired event which the user desires, among
42 said store/facility information or alternative event
43 information displayed on said displaying section; and
44 a second transmitting section for
45 transmitting, to said reservation server, the desired
46 service or desired event selected by said selecting
47 section.

1 26. A reservation method comprising:

2 a first transmitting step in which a reservation
3 server transmits, to a user terminal connected through
4 a radio network to said reservation server, at least one
5 of store/facility information including a
6 reservation-needed service requiring reservation and a
7 reservation situation of said reservation-needed service
8 and alternative event information on an event
9 substituting for said reservation-needed service;

10 a reserving step in which said user terminal
11 transmits, to said reservation server, a desired service
12 or desired event which a user desires, among said
13 store/facility information or alternative event
14 information transmitted in said first transmitting step;

15 a selecting step in which said reservation server
16 selects at least one of said store/facility information
17 and said alternative event information on said event
18 substituting for said reservation-needed service, on the
19 basis of the desired service or desired event transmitted
20 in said reserving step; and

21 a second transmitting step in which said reservation
22 server transmits, to said user terminal, said
23 store/facility information or alternative event
24 information selected by said selecting step.

1 27. A reservation method according to claim 26,
2 wherein said first transmitting step includes:
3 an other reservation server access step in which

4 said reservation server has access to other reservation
5 server alternative event information retained in at least
6 an other reservation server which is connected through
7 a server network to said reservation server;

8 a performing event information extracting step in
9 which said reservation server extracts, from said other
10 reservation server alternative event information
11 accessed in the other reservation server access step,
12 performing event information practicable within a user's
13 waiting time to be taken until a desired service starts;
14 and

15 a performing event information transmitting step in
16 which said reservation server transmits, to said user
17 terminal, said performing event information extracted in
18 said performing event information extracting step.

1 28. A reservation method according to claim 26,
2 wherein said selecting step includes:

3 an other reservation server access step in which
4 said reservation server gains access to other reservation
5 server store/facility information or other reservation
6 server alternative event information retained in an other
7 reservation server connected through a server network to
8 said reservation server;

9 a waiting time calculating step in which said
10 reservation server calculates a user's waiting time, to
11 be taken until a desired service or a desired event starts,

12 on the basis of said other reservation server
13 store/facility information or other reservation server
14 alternative event information accessed in said other
15 reservation server access step; and
16 an extracting step in which said reservation server
17 extracts, from the desired service or the desired event,
18 a service or event practicable within the waiting time
19 calculated in said waiting time calculating step.

1 29. A reservation method comprising:
2 a reserving step in which a user terminal makes
3 reservation for a reservation-needed service requiring
4 reservation to a reservation server connected through a
5 radio network to said user terminal;
6 a threshold detecting step in which said reservation
7 server detects that a rate of change of the number of
8 reservations for said reservation-needed service
9 reserved in said reserving step is equal to or more than
10 a first threshold value, or equal to or less than a second
11 threshold value;
12 a supernumerary dispatch staff retrieving step in
13 which said reservation server has access to at least an
14 other reservation server which is connected through a
15 server network to make retrieval on supernumerary
16 store/facility having supernumerary when said threshold
17 detecting step detects that the rate of change thereof
18 is equal to or more than said first threshold value, and

19 said reservation server has access to said other
20 reservation server to make retrieval on a dispatch
21 requiring store/facility requiring dispatched staff when
22 said threshold detecting step detects that the rate of
23 change thereof is equal to or less than said second
24 threshold value; and

25 a requesting/supporting step in which said
26 reservation server issues a request for dispatch to said
27 supernumerary store/facility retrieved in said
28 supernumerary dispatch staff retrieving step or offers
29 support to said dispatch requiring store/facility
30 retrieved in said supernumerary dispatch staff retrieving
31 step.

1 30. A reservation method comprising:
2 a communication-feasible user terminal retrieving
3 step in which a reservation server retrieves a
4 communication-feasible user terminal from user terminals
5 connected to a server network to said reservation server;
6 a third transmitting step in which said reservation
7 server transmits store/facility information including a
8 reservation-needed service requiring reservation and a
9 reservation situation of said reservation-needed service
10 to said communication-feasible user terminal retrieved
11 in said communication-feasible user terminal retrieving
12 step; and
13 a fourth transmitting step in which said

14 communication-feasible user terminal transmits a desired
15 service which a user desires, among said reservation-
16 needed service included in said store/facility
17 information transmitted in said third transmitting step,
18 to said reservation server.

1 31. A reservation method comprising:
2 an inquiring step in which a user terminal inquires
3 of a reservation server connected through a server network
4 to said user terminal whether or not it is possible for
5 a user to receive a desired service which said user
6 desires;
7 a reference step in which said reservation server
8 refers to at least one of store/facility information,
9 including a reservation-needed service requiring
10 reservation, and a reservation situation of said
11 reservation-needed service and alternative event
12 information on an event substituting for said
13 reservation-needed service, with respect to the desired
14 service on the inquiry in said inquiring step; and
15 a store/facility information transmitting step in
16 which said reservation server transmits details of the
17 desired service to said user terminal when it is possible
18 for said user to receive the desired service as a result
19 of the reference in said reference step, and transmits
20 alternative store/facility information or alternative
21 event information to said user terminal when it is

22 impossible for said user to receive the desired service.

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